

# ATO

## SERVICE CENTER STAND-UP

**Felix J. Enriquez**  
**Service Center Manager**  
**Eastern Service Area**  
**June 2006**



**Federal Aviation  
Administration**

# What You Will Hear Today

- Background
- Steps that got us to this point
- Stand up of Service Centers
- What happens to affected employees June 26th
- What happens between June 26th & December 31
- ATO Liaison roles and responsibilities
- Service area office structure
- Service area roles and responsibilities
- Service Center questions
- Points of contact & sources of additional info

# Service Area Restructuring: 3 Phases

## ■ Phase 1

Standing up the 12 ATO service areas

## ■ Phase 2

- ◆ Restructuring service areas and realigning staff into **three** service centers
- ◆ Process reengineering in service centers

## ■ Phase 3

Consolidation of field administrative staff

# ATO Implementation Teams

## OVERSIGHT

**Congressional  
Hotlines Response Team**

**Labor Relations Team**

**ATO Outreach &  
Effectiveness Team**

**Financial Management  
Data Analysis Reports**

**FAA-ATO Interface**

**Directives, Routing  
Symbols, NEXGEN Org.  
Structure Maintenance**

## IMPLEMENTATION

**Administrative Services &  
Business Services  
Implementation Team**

**System Support &  
Safety Assurance  
Implementation Team**

**Planning & Requirements  
Implementation Team**

**Employee Relations Team**

**Space Team**

*Support Teams*

## REENGINEERING

**Administrative Services  
Reengineering**

**System Support  
Reengineering**

**Safety Assurance  
Reengineering**

**Business Services  
Reengineering**

**Planning & Requirements  
Reengineering**

**Governance &  
Measures**

# Steps That Got Us to Stand-Up

-  **December 2005:** Announcement/Structure/ Implementation Briefings & Unions notified
-  **January - April, 2006:** Voluntary Early Retirement offered
-  **February 2006:** Briefed Unions and began bargaining
-  **March 2006:** Notified by letter employees who occupy positions scheduled to be relocated
-  **April 2006:** Briefed Affected Employees on Benefits and PCS Rules; Began issuing administrative reassignments
-  **April 2006:** Initiated bids for Service Center opportunities
-  **June 2006:** **In-Place Stand-up**

# What Does “Stand-Up” Mean?

- Terminal, En Route & Technical Operations service areas are replaced by three **FAA Service Areas**: Eastern, Central, and Western
- Three Flight Services service areas are replaced by two **Flight Services Information Areas**
- The Service Centers begin operating with employees in their current locations
  - ◆ Realign management
- Service Center Managers assume responsibility for all administrative and staff support functions
- Everybody continues to perform the same kind of work at stand-up that they perform today
- Consolidation of functions to three offices begins
  - ◆ Goal is to complete by December 31, 2006



# The “Reassignment Letter”: What It Is, What It Isn’t

- It is a notification of the employee’s group assignment into the Service Center
- It is not a notification that you will need to move
- If an employee has bid on a job or has another personnel action pending, this reassignment letter will not supercede that process

# What Can Service Center Employees Expect?

- Your Supervisor may change
- Supervisors will receive direction from Group Managers
- Supervisors will:
  - ◆ Assign work
  - ◆ Monitor performance, provide feedback, facilitate completion of performance appraisals
  - ◆ Handle leave requests, work schedules, questions, problems, etc.



# What Will I Find Out in My Group Meeting Later Today?

## ■ Who

- ◆ Who is my supervisor?
- ◆ Who assigns my work?
- ◆ Who does my performance appraisal?
- ◆ Who approves my T&A?
- ◆ To whom do I go with questions?

## ■ What

- ◆ What changes occur in my current work?
- ◆ What responsibilities will my supervisor have?
- ◆ What about my leave that has already been approved?

## ■ Where

- ◆ Where do I fit in the Service Center structure?

# What Happens Between Now & the End of December?

## ■ Build the Service Center

- ◆ Staff the Service Center
  - Relocate employees
  - Hire new employees
- ◆ Space & logistical configuration
- ◆ Transition workload
- ◆ Migrate to three locations
- ◆ Begin reengineering of processes

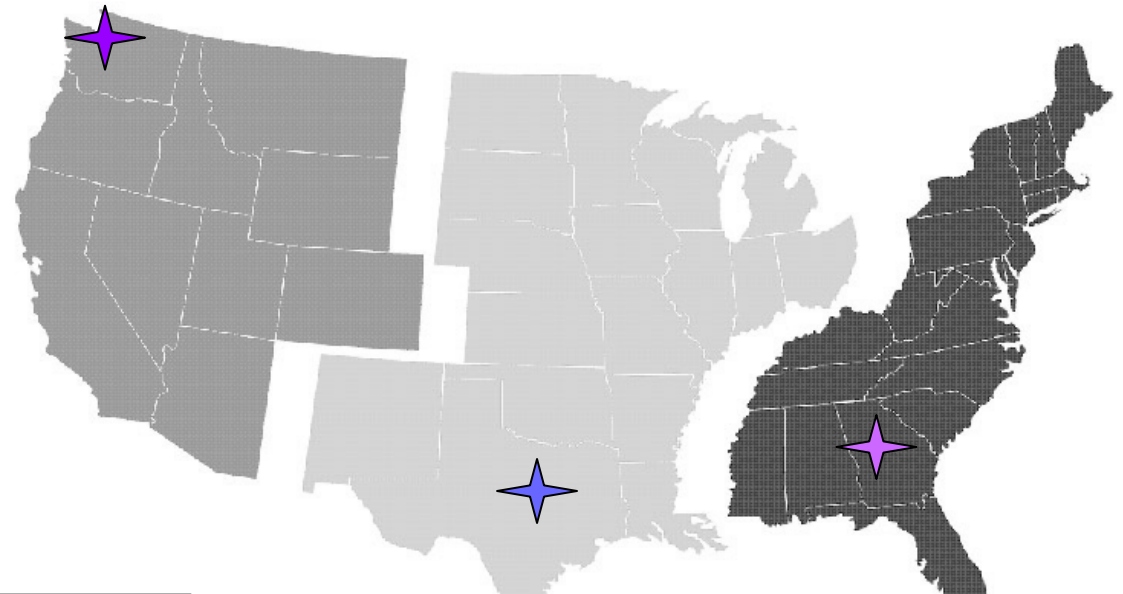


# Staffing Through Transition

- Bids and opportunities
- Career progression
- Resource sharing
- Contract support



# At Stand Up, Service Area Leadership is Collocated in Three Area Offices



## Western

### Service Center Manager & Directors of Operations:

- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

## Central

### Service Center Manager & Directors of Operations:

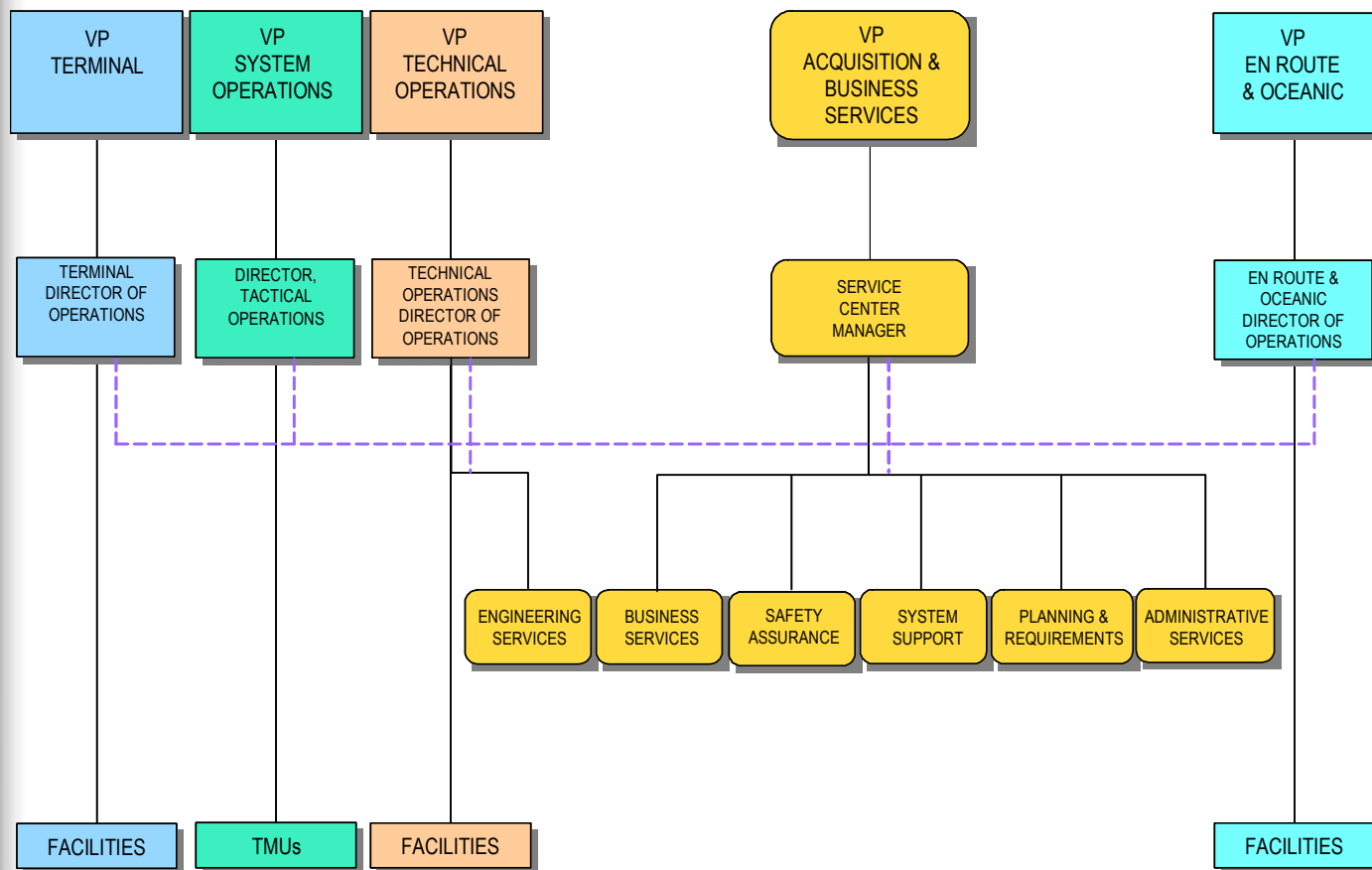
- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

## Eastern

### Service Center Manager & Directors of Operations:

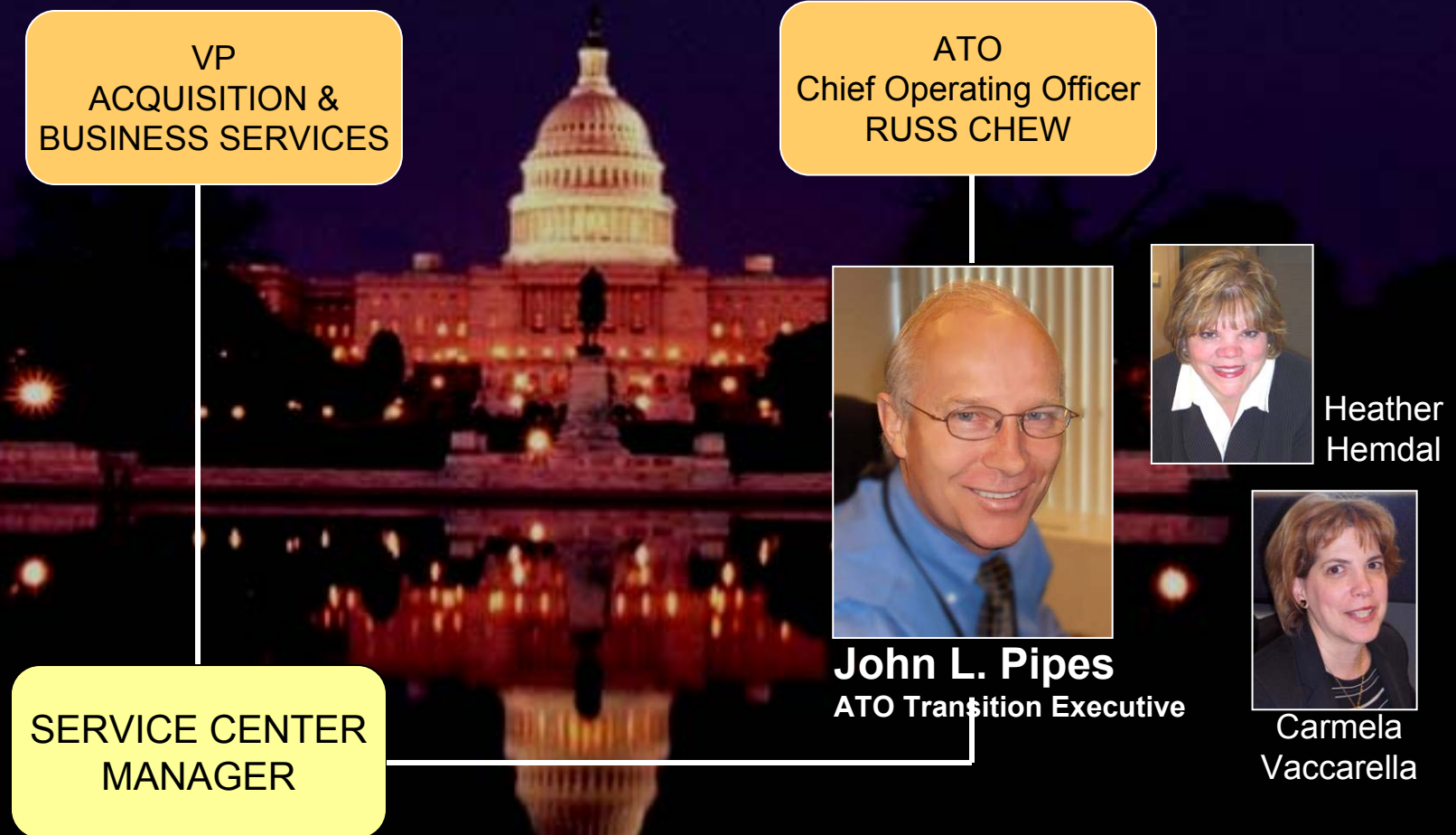
- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

# Service Area Office Structure





# Reporting Structure to HQ in DC



**Eventually, the Service Center Manager will report to the Vice President of Acquisition and Business Services**



# ATO Liaisons

## Eastern Service Area ATO Liaisons

- Selim Haber (New York)
- Judy Nauman (New England)

## Role

- ATO point of contact to other FAA lines of business
- Contact point for the Regional Administrator
- Will be responsible for coordinating transition activities, property management, logistics

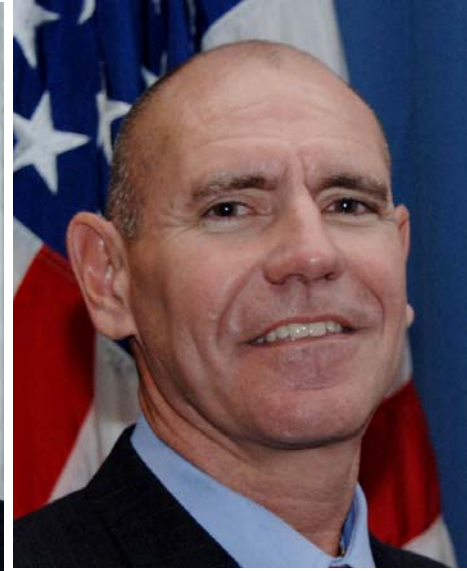
# Service Center Managers



**Western**  
**J. Mark Reeves**



**Central**  
**Gus Nezer**



**Eastern**  
**Felix J. Enriquez**

# Role of Service Center Manager

- Is an ATO contact point for other FAA organizations
- Ensures necessary support is provided to Directors of Operations and others through operating agreements
- Is the reporting official for the group managers
- Manages implementation of Service Center structure and concepts

# Eastern Service Area Directors of Operations

## Eastern



### Directors of Operations:

- **Terminal**

**John McCartney (A)**

- **En Route & Oceanic**

**Walt Cochran (A)**

- **Technical Operations**

**Teresa Hudson**

- **System Operations DTO\***

**Doug Molin**

DTO = Director, Tactical Operations





## **ATO Leadership:**

### **Eastern Service Center Manager Felix J. Enriquez**

<b>Group Managers</b>	
<b>Administrative Services</b>	<b>Ron Mulgrew</b>
<b>Planning &amp; Requirements</b>	<b>Kip Johns/ Selim Haber (A)</b>
<b>System Support</b>	<b>Mark Ward</b>
<b>Safety Assurance</b>	<b>J. P. Mills, Jr. (A)</b>
<b>Business Services</b>	<b>Larry Barts</b>

# Group Managers

- Group manager position was created to facilitate horizontal integration within the ATO
- Manage performance to meet performance measures and targets identified in the operating agreement
- Group managers will help centralize the services previously provided by ATO personnel in each of the Regional Offices





## Administrative Services Group Manager Ron Mulgrew

Location	Supervisor
New York	Loretta Kusk
New England	Deborah Johannes
<b>Atlanta</b>	<b>Ron Mulgrew</b>

## Roles & Responsibilities:

# Administrative Services

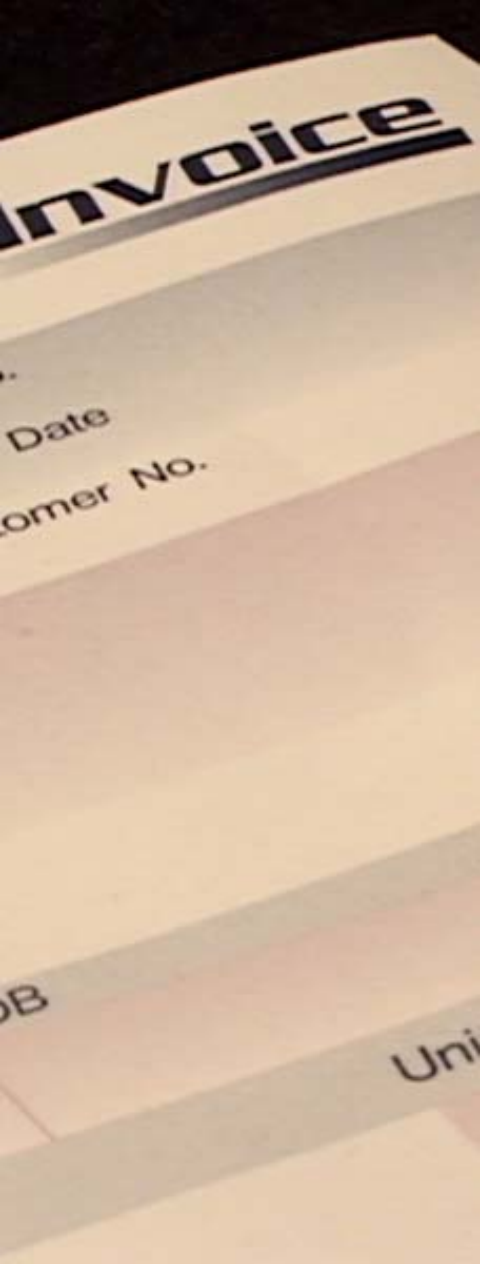
- Employee Services
- Training quota management
- Performance Analysis
- Operational metrics support
- Staffing and personnel management support





## Business Services Group Manager Larry Barts

Location	Supervisor
New York	Abby Moserowitz
New England	Deborah Johannes
Atlanta	Larry Barts



## Roles & Responsibilities: **Business Services**

- Accounting and financial management support, CAS, LDR, funds certification
- Budget and cost analysis reporting
- Cost management analysis
- Assets and property management
- Procurement and contracting services, PR, SOW, IGCE, purchase cards
- Monitoring of procurement and capitalization of assets
- Personal and station property management of inventory services
- Support to annual budget formulation activities
- Materiel Management – FSEP, field spares, excess property management



## Safety Assurance Group Manager Walt Cochran /J. P. Mills, Jr. (Acting)

Location	Supervisor
New York	Bob Whitworth
New England	Deborah Johannes
Atlanta	<b>Walt Cochran/ J. P. Mills, Jr. (A)</b>







## Roles & Responsibilities: **Safety Assurance**

- Safety risk management
- Inspection/evaluation of non-federal facilities
- Oversight services, such as
  - Trend analysis
  - Monitoring compliance with directives and requirements for OSHA and other federal agencies
  - Support of safety initiatives
  - Assistance with incident and accident reporting





## System Support Group Manager Mark Ward

Location	Supervisor
New York	Stephanie Faison
New England	Deborah Johannes
Atlanta	Mark Ward



## Roles & Responsibilities: System Support

- Airspace analysis support
- Management of airspace improvement projects
- Air Traffic procedures development support
- Special Events
- Emergency/Contingency Planning



## Planning & Requirements Group Manager Kip Johns Selim Haber (Acting)



Kip Johns



Selim Haber

Location	Supervisor
New York	Kathleen Moclair-Shea
New England	Steve Ng
Atlanta	Kip Johns Selim Haber (Acting)



## Roles & Responsibilities:

# Planning & Requirements

- Assessment of facility needs & documentation of programs across the country
- Configuration management
- Non-Fed implementation
- Development of accurate/complete plans that link requirements and funds execution
- Budget formulation
- Integration of program cost estimates
- Program management



# Roles & Responsibilities: Engineering Services

TECHNICAL  
OPERATIONS

ENGINEERING  
SERVICES

## *Direct Report to Technical Operations*

- Design engineering
- Implementation
- Operations engineering
- Project management

## **Roles & Responsibilities: Employees**

- **You are critical to the success of the ATO Service Center restructuring**
- **You need to continue to provide services, as you have in the past**
- **Keep your supervisors informed of any difficulties**
- **You need to ask questions --- and stay informed**



# Later Today...

- Later this morning you will meet with your Group Manager who will provide more detailed info about stand up
- Each of you will receive information identifying:
  - ◆ Your Supervisor
  - ◆ Your ATO Liaison
  - ◆ The T&A Clerk responsible for your time & attendance
  - ◆ Contact information

# Next Steps

- ☐ **June 2006:** Employee moves begin
- ☐ **July 2006:** Focus shifts to process reengineering
- ☐ **July - Dec. 2006:** Follow-up employee briefings
  - Process reengineering
- ☐ **July - Dec. 2006:** Staff to new organization
- ☐ **October 2006:** Engineering Services restructure plan complete
- ☐ **December 2006:** Employee moves completed



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## Field Restructuring News

### Group Managers Selected to Support ATO Service



## Links

COO Announcement Letter

ATO Service Area Restructuring  
Briefing

Service Area Office Location

### Service Area Restructuring Frequently Asked Questions Now Online

Submit A Question ?

Employees can get  
updated facts about the  
ATO Service Area  
Restructuring at  
**<http://www.ato.faa.gov>**

Internet

# Other Questions?



Federal Aviation  
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